Job Aid 10

Exchange 2000 Upgrade Checklist

This checklist outlines the steps you should take to Upgrade an existing Exchange 5.5 SP3 server to Exchange 2000. This checklist assumes all preparatory steps (preparing the Windows 2000 domain and forest, and installing Windows 2000 onto the server to upgrade) have been completed.

Exchange 2000 Upgrade Checklist: Further Details

As stated above, this document will guide you through the steps necessary to upgrade an Exchange 5.5 server to Exchange 2000. After the server is upgraded, it can be reconfigured so that it can receive other resources from other servers in the Exchange organization. This will allow migration from other servers after this upgrade.

Preparing for Possible Upgrade Issues

What you will need

- Preferred Windows 2000 server backup software
- Downlevel Exchange backup software
- Documented downlevel Exchange backup procedure
- Documented Windows 2000 backup procedure

What you should know

- Account name and password that has permissions to backup the server that will be upgraded
- Account name and password that has admin rights to the downlevel Exchange server
- Account name and password that has Exchange Administrator rights to the servers in the Exchange organization

To prepare for the upgrade, you will need to perform steps that will allow you to rollback if you have problems during the upgrade. The following steps will ensure that the system is in a configuration that can be returned to if necessary.

Stop Exchange MTA

On the Exchange 5.5 Sp3 server, perform the following:

1. Open the Computer Manager SnapIn on the Windows 2000 server
2. Expand **Services and Applications** in the left-hand pane
3. Select **Services** in the same pane
4. Select the **Microsoft Exchange MTA** service in the right-hand pane
5. Right click on the **Microsoft Exchange MTA** and select **Stop**

When the service stops completely, continue.

Run MTACheck

MTACHECK.EXE is in the \EXCHSRVR\BIN directory. It must be run from the command line of the server you are checking. In addition, the MTA must be stopped, and the MTACHECK.OUT subdirectory, where MTACHECK places defective objects, must be empty or deleted.

1. Delete or empty \EXCHSRVR\MTADATA\MTACHECK.OUT*.*
2. At a command prompt, type mtacheck /f mtacheck.log. This will run MTACHECK with standard logging detail copied to MTACHECK.LOG.
3. Examine the results returned by mtacheck and correct any errors detected.

Perform a Knowledge Consistency Check (KCC)

On the Exchange 5.5 Sp3 server, perform the following:

1. Open **Microsoft Exchange Administrator**.
2. Open the Exchange server in the left-hand pane.
3. Select the **Directory Service** in the right-hand pane.
4. Open the **General** properties page of the **Directory Service**.
5. Click the **Check Now** button.
6. Check the resultant dialog to see if there were any issues encountered during the consistency check.

Perform a Directory Service/Information Store Consistency Adjustment

If there were problems during the KCC you have just completed, you will perform a DS/IS Consistency Adjustment. Perform the following steps:

1. Open **Exchange Administrator**.
2. Open the Exchange server in the left-hand pane.
3. Open the **Advanced** properties page of the server.
4. Click the **Consistency Adjuster** button.

Backing Up the Exchange Servers

Completion of this depends on the backup application you are using at your organization. Since this system is already running Exchange, you will need to do both an Exchange backup and a Windows 2000 backup before proceeding.

Online Downlevel Exchange Backup

To begin the backup, you will perform a complete Exchange-aware backup of the data on the originating mail server. This will include both the information stores (PRIV.EDB and PUB.EDB, if they exist) and the directory.

Online Exchange 2000 Backup

To begin this backup, you will perform a complete Exchange 2000-aware backup of the data on the receiving mail server. This should include all storage groups on the system, but can include only those storage groups you will be moving mailboxes into.

Windows NT or Windows 2000-Level Backup of the Rest of the Exchange Server

Once you have a complete on-line Exchange backup of the system, complete a Windows NT or Windows 2000-level backup of the rest of the system (depending on what operating system is installed on the server) before proceeding.

Exchange 2000 Server Upgrade Process

The Exchange 2000 upgrade needs to be run on a Windows 2000 server that is running Exchange 5.5 SP3. If your server is not at this level, you will need to determine if you can upgrade or update your server before you continue.

What you will need

- Exchange 5.5 Service Pack 3 (SP3) server running on Windows 2000 system (Server or Advanced Server)
- Exchange 2000 installation CD or access to Exchange 2000 installation files from a network location

What you should know

- Exchange 5.5 Service Account name and password
- Exchange 2000 Full Administrator account name and password or name and password of an account that has been delegated Exchange 2000 Full Administrator rights and local administrator rights on the server being upgraded

To perform the upgrade, perform the following steps:

1. Insert CD-ROM
2. Exchange 2000 Setup
   CD auto launches, close this window. Use a command prompt or double-click Setup.exe in the \Setup\I386 directory of the CD.
3. Opening Wizard Pages
   Click **Next** on the first page, **"I agree …"** on the second, then insert the product ID from the CD case and click **Next** on the third page of the wizard.
4. Confirm Exchange 2000 Components
   Confirm that the components listed in the **Components Summary** page are the ones that exist on this server, then click **Next**.
5. Exchange 5.5 Service Account Password
   Type the downlevel Exchange Service Account password for the site you are joining, then click **Next**.
6. Component Summary
   Review the Component Summary information, then click **Next** to start the installation process.
7. Installation Complete
   Once the installation is complete, click **Finish** to complete the installation process.

Exchange 2000 Server Post Upgrade Processes

After completing the server upgrade, you should backup the server again. This will ensure that you have a backup of the latest level, and will allow you to restore at that level rather than moving back to Exchange 5.5 if you have to recover your server.

What you will need

- Preferred Exchange 2000 server backup software
- Preferred Windows 2000 server backup software
- Documented Exchange 2000 backup procedure
- Documented Windows 2000 backup procedure

What you should know

Account name and password that has permissions to backup the server that was upgraded.

Backing Up the Exchange Systems

To begin the backup, you will perform a complete Exchange-aware backup of the data on the originating mail server. This will include all information stores on the server (private and public, if they exist). You will follow this with a Windows 2000 backup of the rest of the system. Once you have completed these steps, you will have completed the upgrade process.

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